



CASE IN POINT: Not-for-Profit Recognizes Critical Needs, Switches to PROXUS

Brief:

Occasionally, PROXUS features a client using one – or many of our services to successfully improve the efficiency of their organization, chart a new course or resolve challenging workforce-related situations. A growing segment of PROXUS' business is in the not-for-profit sector and we are currently assisting over 100 not-for-profit organizations *manage the business of employment*. PROXUS is pleased to feature [Jewish Family and Children's Services of Greater Philadelphia \(JFCS\)](#) offering a diverse array of services to help children, adults, seniors and families cope with challenges that arise throughout the lifecycle. With a rich tradition of 157 years, JFCS employs a staff of 120 employees with five locations in Philadelphia and one in Elkins Park.

Situation:

New JFCS Vice President of Human Resources, Nancy Glasberg recognized in a short period of time that JFCS's Payroll and Time and Labor Management functions were not being managed efficiently by their current outsource provider. They were struggling to obtain accurate sick, vacation and sick accruals from the existing system, resulting in frustrated employees and payroll managers. Time inefficiencies were mounting due to JFCS still keying in time data rather than importing it into payroll at the end of the pay period. Critical employee training was lacking on how to use the complex reporting tool that was a valuable system component which prevented JFCS from accessing vital information necessary to run the company. Nancy and her HR team also identified that 95 percent of their employees were paid using direct deposit, and what they really wanted was to convert to a web-based system that would also save the organization money.

Solution:

The PROXUS Payroll team led by John Israel met with Nancy to discuss JFCS's specific needs and better acquaint her with their technology, support and customer service. Glasberg really liked the fact that PROXUS' system was web-based and that payroll and HR could be managed in one database online for greater efficiency from both time and money savings aspects. Other system functionality that became music to Nancy's ears were as follows:

- Provide grant reporting necessary for most not-for-profits as well as a report writer that was much easier to use
- Offer training that was one-on-one at JFCS's offices while using their actual data for a smoother transition
- Access to their Time and Labor Management tool that handled their complicated benefit accruals
- Access to a system feature that allows employees to request time off electronically with notifications automatically sent to managers for approval (managers also have the ability to look at a calendar and know exactly how many people are off on any given date)

- more -

- Ability for the Time and Labor Management tool to interface with payroll for single entry new hires and the ability to export time data to the payroll system

Results:

JFCS officially became a PROXUS client with the processing of their first payroll in January 2011. They are using PROXUS's web-based, single database Payroll and HR system with Employee Self Service as well as Time Vantage, their web-based Time and Labor Management system.* As for improving efficiency, JFCS employees are enjoying easy access to their Time-off Accruals and receiving accurate balances as well as access to their paystubs and copies of their W2's through the online web portal, thus eliminating unproductive calls to the payroll office. PROXUS has helped JFCS improve their overall efficiency of managing data by providing the organization with grant reporting which also provides an interface to their general ledger.

“Our major improvement has been in the area of **service**, in that we know our representatives at PROXUS and having someone at the other end of the phone who knows you, your issues and your company makes a world of difference. Previously we had to repeat our story over and over again to customer service reps we didn't know and visa versa.”

“PROXUS provides JFCS with **payroll and time reporting** that we can use as is (which is substantial) or we can customize to suit our needs and download in a variety of formats...extremely flexible and easy to use! And as far as **cost** is concerned, we were able to reduce the cost adding to our bottom line while getting a far superior service—and most of all, peace of mind that we have a partner we can rely on to do the job well!”

Nancy Glasberg, Vice President of Human Resources
Jewish Family and Children's Services

Considerations:

Does your organization have the resources in place to allow for this level of successful growth in your organization? Have you identified that there are Payroll and Time and Labor Management issues and solutions that your current team or outsource provider just doesn't have the time, expertise or system to handle? If you are interested in discussing Payroll, Time and Labor Management and / or HR Outsourcing solutions, contact **John Israel, PROXUS Principal, at 215-654-9140 ext.110** or jjisrael@proxushr.com to discuss your situation and to learn how PROXUS has helped more than 100 not-for-profits in the tri-state area with their Payroll, HR and employee benefits needs since 2002.

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